

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3	decentraliz\$3 near ((call or help or contact) near center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:03

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3	decentraliz\$3 near ((call or help or contact) near center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:39
L2	142	379/265.11.ccls.	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:39
L3	7	2 and (decentraliz\$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:40
L4	134	2 AND @AD<"20040421"	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:43
L5	7	4 and (decentraliz\$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:40
L6	21	4 AND (SYNCHRONIZ\$4 OR REPLICAT\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:43

	U	1	Document ID	Issue Date	Pages
1			US 7023979 B1	20060404	50
2			US 6122358 A	20000919	45
3			US 5995615 A	19991130	13
4			US 5995614 A	19991130	14
5			US 5991391 A	19991123	16
6			US 5940497 A	19990817	21
7			US 5905792 A	19990518	18

	Title	Current OR	Current XRef
1	Telephony control system with intelligent call routing	379/265.11	379/266.01
2	Operator connection control method	379/265.11	379/207.01; 379/219; 379/266.06
3	External positivistic forward transfer in call-routing systems	379/265.11	379/220.01; 379/266.01
4	Dynamic requeueing to avoid latency in call-routing systems	379/265.11	379/220.01; 379/266.01
5	Dynamic re-routing	379/265.11	379/220.01; 379/266.01
6	Statistically-predictive and agent-predictive call routing	379/265.11	370/352; 379/220.01
7	External positivistic forward transfer in call routing systems	379/265.11	379/219; 379/309

	Retrieval Classif	Inventor	S	C	P	2	3	4	5
1		Wu; Wai et al.	X						
2		Shoji; Shuichi et al.	X						
3		Miloslavsky; Alec	X						
4		Miloslavsky; Alec	X						
5		Miloslavsky; Alec	X						
6		Miloslavsky; Alec	X						
7		Miloslavsky; Alec	X						

	Image Doc. Displayed	PT
1	US 7023979	
2	US 6122358	
3	US 5995615	
4	US 5995614	
5	US 5991391	
6	US 5940497	
7	US 5905792	

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L2	142	379/265.11.ccls.	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:39
L3	7	2 and (decentraliz\$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:40
L4	134	2 AND @AD<"20040421"	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:52
L5	7	4 and (decentraliz\$6)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:40
L6	21	4 AND (SYNCHRONIZ\$4 OR REPLICAT\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:51
L7	10	HELP NEAR CENTER same (SYNCHRONIZ\$4 OR REPLICAT\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:51
L8	5	7 AND @AD<"20040421"	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:51

## EAST Search History

L9	2013	(SYNCHRONIZ\$4 OR REPLICAT\$4)same (agent\$1 and (contact\$1 or call\$1))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:52
L10	15	(SYNCHRONIZ\$4 OR REPLICAT\$4) near (agent\$1 and (contact\$1 or call\$1))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:52
L11	9	10 AND @AD<"20040421"	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/10/05 10:52